

EXCEPTION REPORT #13

Verizon-New Jersey (Verizon-NJ) did not populate all required metrics in the KPMG Consulting CLEC Specific Carrier-to-Carrier Report.

Issue

Verizon-NJ produces a monthly KPMG Consulting CLEC Specific Carrier-to-Carrier Report which captures performance activity for each month. According to the NJ BPU order, all metrics covered by Docket Nos. TX95120631 and TX98010010 were required to be developed and implemented by August 1, 2000; however, there are several metrics still not reported in the November 2000 KPMG Consulting CLEC Specific Carrier-to-Carrier Report. These metrics are reported as To Be Determined (TBD), No Existing Functionality (NEF), Under Development (UD), or Under Review (UR).

The table below lists these metrics:

Table 1: Metric Data Not Reported in the November 2000 KPMG Consulting CLEC Specific Carrier-to-Carrier Report.

Metric	Metric Description	Reported
PO-8-01	% On-Time- Manual Loop Qualifications	TBD
PO-8-02	% On-Time – Engineering Record Request	TBD
MR-1-05	Average Response Time – Trouble Report History (by TN/Circuit)-Electronic Bonding	NEF
BI-2-01	Timeiness of Carrier Bill – Total	UR
BI-3-01	% Billing Adjustments – Including Charges Adjusted Due to PCD's – Total	UR
BI-3-02	% Billing Adjustments – Excluding Charges Adjusted Due to PCD's – Total	UR
BI-4-01	% Usage Accuracy – Total	UR
BI-4-02	% Corrected Usage Records Delivered on Time – Total	UR
BI-5-01	% Accuracy of Mechanized Bill Feed – Total	UR
BI-6-01	% Completeness of Usage Charges – Including PCD Delayed Charges – Total	UR
BI-6-02	% Completeness of Usage Charges – Excluding PCD Delayed Charges – Total	UR
BI-7-01	% Completeness of Fractional Recurring Charges – Including PCD Delayed Charges – Total	UR

This exception report is for discussion purposes only and is subject to change without notice.

Metric	Metric Description	Reported
BI-7-02	% Completeness of Fractional Recurring Charges – Excluding PCD Delayed Charges – Total	UR
BI-8-01	% Completeness of Non-Recurring Charges Including PCD Delayed Charges – Total	UR
BI-8-02	% Completeness of Non-Recurring Charges Excluding PCD Delayed Charges – Total	UR
OR-4-10	% SOP to Provisioning Completion w/in 2 Business Days.	UD
OR-4-11	% SOP Comp Ord w/out a BCN and PCN w/in 3 Business Days	UD
GE-1-01	% Directory Listing Verification Reports Furnished On-Time	UD

Assessment

To the extent that Verizon-NJ does not populate the CLEC specific reports in accordance with the New Jersey Carrier-to-Carrier Guidelines (May 2000) and the NJ BPU order, Verizon-NJ is not compliant with decisions made by the NJ BPU. Additionally, with these reporting discrepancies CLECs cannot verify that they are being provided with the level of service required by the NJ Carrier-to-Carrier Guidelines.